



OFFICIAL RESPONSES TO VENDOR QUESTIONS RFP-2019-LTSS-01-ELECT

No.	Question	Answer
1.	<p>Table of Contents</p> <p>The numbering of headings under Section 3 Statement of Work (pages 6-17) in the RFP does not align with the numbering Under 3 Statement of Work in the Table of Contents. In the Table of Contents, 3.1 through 3.14 are listed. However, in Section 3 of the RFP, the numbering only goes through 3.13. It appears that "Project Deliverables & Acceptance Criteria Document" on page 14 is not numbered, but is included in the Table of Contents as 3.9.</p> <p>Please confirm that the numbering used by vendors in their response, to respond to Section 3, should match the Table of Contents sequence numbering.</p>	See Addendum #2.
2.	<p>Section 1, Introduction, Subsection 1.1, Purpose and Overview</p> <p>Is this a brand new implementation per 21st Century Cures Act?</p>	Yes.
3.	<p>Section 1 Introduction, Subsection 1.1, Purpose and Overview</p> <p>Will the selected vendor be able to bid on the follow on RFP?</p>	No. See Addendum #2.



No.	Question	Answer
4.	<p>Section 1 Introduction, Subsection 1.1, Purpose and Overview</p> <p>a) Does the Department anticipate any professional or consulting services may be needed through separate procurements to accomplish this effort (I.e. project planning/oversight, PM, QA, IV&V, staff augmentation, implementation services, etc.)?</p> <p>b) Does award for this engagement preclude or prohibit the ability to bid and/or be awarded work under an IV&V or QA engagement for the EVV solution DDI?</p>	<p>a) No, not for this consulting engagement.</p> <p>b) IV&V or QA services may be needed for the future EVV system implementation and will be procured under a separate RFP. The vendor selected to perform services under this procurement will not be precluded from bidding and/or being awarded work under an IV&V or QA engagement for the EVV solution DDI.</p>
5.	<p>Section 1 Introduction, Subsection 1.1 Purpose and Overview</p> <p>What is the estimated cost of the Electronic Visit Verification (EVV) System?</p>	<p>The budget for the implementation of the EVV system under a future RFP has not been determined and is not the focus of this RFP.</p> <p>The Department is requesting that vendors submit the pricing proposal matrix in Appendix D for the consulting services to be provided under this current procurement..</p>
6.	<p>Section 1 Introduction, Subsection 1.1 Purpose and Overview</p> <p>By what date does the Department want this solution to be implemented?</p>	<p>The Department would like this consulting engagement to be completed December 2019, if possible. However, the RFP asks vendors to propose a reasonable duration for the project.</p>
7.	<p>Section 1 Introduction, Subsection 1.3 Contract Period</p>	<p>The Department anticipates a July 2019 project start date. However, this date is subject to the State's Governor and Executive Council approval of the executed contract and</p>



No.	Question	Answer
	Please provide the anticipated award date for this project.	therefore could be later.
8.	Section 1 Introduction, Subsection 1.1 Purpose and Overview Is the intent of the projected January 2020 RFP completion data for public posting of the RFP or for the CMS 60-day review cycle prior to approval/posting?	Due to the 60-day CMS approval period, March 2020 is now the target date for the public posting of the RFP for the EVV system
9.	Section 1 Introduction, Subsection 1.3 Contract Period Would the Department consider a shorter term such as six (6) months to complete this project?	Yes, the Department would prefer a shorter project term and has asked that vendors propose a reasonable schedule to accomplish the deliverables requested. See Section 3.12 Project Duration
10..	Section 2 Background What other systems will have to integrate or interface with EVV and what vendor provides each system?	The future EVV system must integrate with the DHHS MMIS system (Conduent State Healthcare, LLC)), in addition to the three managed care organizations (Boston Medical Center Health Plan, Inc. and Granite State Health Plan, Inc.), and numerous home health provider systems (vendors unknown).
11.	Section 3 Statement of Work, Subsection 3.1 Concept of Operations, Subsection 3.1.3 a) Will the Department need to replace or upgrade the MMIS system or any of the integrated systems in the next five (5) years? b) If so, which system(s) and by when?	The Department plans to implement a modular modernization of those systems comprising its Medicaid Enterprise System, including the MMIS, over the next several years. The planning effort is preliminary and there is no documentation to publish at this time. It is anticipated that implementation of the EVV module would be one of the early modular components to be integrated with NH's legacy MMIS.



No.	Question	Answer
12..	<p>Section 3 Statement of Work, Subsection 3.2 Potential Solutions, Paragraph 3.2.1</p> <p>Did the State survey or do an analysis on existing EVV utilization within its provider and MCO communities to help arrive at the decision of adopting the “Hybrid” as defined in Subparagraph 3.2.1.1?</p>	Yes, based upon the Department’s understanding of the information system capabilities of NH Medicaid providers and analysis of information provided by Center for Medicare and Medicaid Services (CMS). And the National Association of States United for Aging and Disabilities (NASUAD), the decision is that a hybrid model would best meet our diverse needs.
13.	<p>Section 3 Statement of Work, Subsection 3.4 DHHS Project Manager</p> <p>Who is the technical contact and/or project manager for the EVV system?</p>	The project manager and the technical contact for the future EVV system have not been assigned.
14..	<p>Section 3 Statement of Work, Subsection 3.7 Previous Project Research, Paragraph 3.7.1</p> <p>What are the names of the organizations that performed research?</p>	The research was performed by DHHS, Division of Long Term Supports and Services (LTSS), CMS, NASUAD.
15..	<p>Section 3 Statement of Work, Subsection 3.7 Previous Project Research, Paragraph 3.7.1</p> <p>How many providers and MCOs serving NH, if any, implemented EVV so far?</p>	The Department is aware of three (3) agencies that are currently using a CMS compliant EVV program in New Hampshire at this time.
16..	<p>Section 3 Statement of Work, Subsection 3.7 Previous Project Research, Paragraph 3.7.1</p> <p>Can the State please identify the three (3) agencies referenced in the bidders’</p>	The requested information will be made available to the selected vendor after approval of the contract resulting from this RFP.



No.	Question	Answer
	conferences as currently utilizing a CMS approved EVV System and identify those systems in use?	
17.	Section 3 Statement of Work, Subsection 3.7 Previous Project Research, Paragraph 3.7.1 Will the selected vendor be allowed conduct informational interviews with providers and MCOs that have already implemented EVV in New Hampshire?	Yes
18.	Section 3 Statement of Work, Subsection 3.7 Previous Project Research, Paragraph 3.7.1 Can the Department describe the activities and general findings in this area in more detail?	<p>The Department provided a survey tool to all licensed Home Health Agencies last year and received 41 responses from 75 delivered.</p> <p>The questions were the beginning stage of determining what the agencies currently have and what they would need to develop an EVV system to track HHA and PCSP visits electronically in order to decrease or eliminate the use of paper tools.</p> <p>Based upon the survey results, a number of providers are known to validate visits, but only three (3) indicated that they have CMS compliant EVV systems.</p>
19.	Section 3 Statement of Work, Subsection 3.8 Scope of Services, Paragraph 3.8.2 Project Objectives, Subparagraph 3.8.2.3 Does the State expect the vendor to develop or provide evaluation benchmarks for the Scope of Work and Requirements that are included for the subsequent EVV	Yes. See Addendum #2.



No.	Question	Answer
	RFP?	
20.	<p>Section 3 Statement of Work, Subsection 3.8 Scope of Services, Paragraph 3.8.3, Subparagraph 3.8.3.5 through 3.8.3.7</p> <p>a) Does the State expect vendors to include in their response estimates of resources that would be necessary to conduct stakeholder (end-user) training and the readiness reviews necessary to support the roll-out of the intended EVV system?</p> <p>b) Or, is the bidder only expected to deliver a proposed training and readiness approach and plan?</p>	<p>The Department requires vendors to describe their approach to creating the training and readiness plan in the proposal.</p> <p>The training and readiness plan developed under the resulting contract must include estimates of resources that would be necessary to conduct stakeholder (end-user) training and the readiness reviews necessary to support the roll-out of the intended EVV system.</p>
21.	<p>Section 3 Statement of Work, Subsection 3.8 Scope of Services, Paragraph 3.8.6 Business Analysis Approach – Requirements, Deliverables, Development, Subparagraph 3.8.6.1</p> <p>Can the Department provide more detail regarding the State's preferred approach and breadth of stakeholder engagement that is expected as it relates to both internal and external stakeholders?</p>	<p>The Department expects the selected vendor to utilize surveys, interviews, process mapping, workplace observations, and any other techniques to gain insight and capture the requirements for the future EVV system.</p> <p>The Department offices are located in Concord, NH. However, external providers are located throughout the state.</p> <p>The MCO interviews may involve staff located outside of New Hampshire. Clients/families are located statewide.</p>
22.	Section 3 Statement of Work,	The Department requires vendors to describe their approach and



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	<p>Subsection 3.8 Scope of Services, Paragraph 3.8.6 Business Analysis Approach – Requirements, Deliverables, Development, Subparagraph 3.8.6.1</p> <p>Can the Department provide estimates of the number of internal and external stakeholders, group versus individual stakeholder sessions, in-person versus webinar or survey-based (or a combination thereof)?</p>	<p>is not dictating a specific number of sessions or methodologies. The Department will select specific providers from different around the State from each of the following groups to participate in this project.</p> <ul style="list-style-type: none"> • Three (3) Managed Care Organizations; • Internal DHHS staff in the Division of Medicaid Services, the Program Integrity Unit and the Division of Long Term Supports and Services including the Bureau of Developmental Service and the Bureau of Elderly & Adult Services; • Clients/families of Medicaid Home Health and Personal Care Services; • NH Home Health Care Association; • Approximately eight (80) Medicaid enrolled Home Health Providers; and • Medicaid enrolled Personal Care Providers.
23.	<p>Section 3 Statement of Work, Subsection 3.8 Scope of Services, Paragraph 3.8.8 Project Deliverables & Acceptance Criteria Document</p> <p>Is DHHS looking for project deliverables for the proposed effort or the resulting EVV system?</p>	See Section 3.13.
24.	<p>Section 3 Statement of Work, Subsection 3.9 Required Vendor Skills, Paragraph 3.9.2</p> <p>Does each proposed staff member need to</p>	No. Collectively the vendor project team must be able to provide the full array of skills defined in Section 3.9.



No.	Question	Answer
	have all of the skills outlined in Section 3.9.2?	
25.	Section 3 Statement of Work, Subsection 3.10 Supporting Market Research, Q10 Does the Department have a preferred Market Analysis tool that it would like vendors to use based on past procurement projects that involved market research/analysis?	No.
26.	Section 3 Statement of Work, Subsection 3.10 Supporting Market Research Report and Recommended Solutions Q10 and Section 4 Company Experience Q15 Is there overlap in Q10 and Q15?	Yes. See Addendum #2.
27.	Section 3 Statement of Work, Subsection 3.10 Supporting Market Research Report and Recommended Solutions, Paragraph 3.10.1 Will the State expect/require the Vendor to provide IAPD/APD assistance/development for the EVV RFP solution?	Yes. See Addendum #2.
28.	Section 3 Statement of Work, Subsection 3.10 Supporting Market Research Report and Recommended Solutions, Paragraph 3.10.1 Will the State require the Vendor to assist	The State may opt for this assistance. Vendors are asked to submit separate costs for this activity. See Addendum #2.



No.	Question	Answer
	with any updates to previously approved CMS MECL artifacts as they relate to the EVV solution?	
29..	Section 3 Statement of Work, Subsection 3.11 Risks and Assumptions, Paragraph 3.11.2 Are vendors required to attend meetings in NH?	Yes.
30..	Section 3 Statement of Work, Subsection 3.13 Project Deliverables, Activity Deliverable or Milestone Table Can the selected vendor perform the tasks related to this RFP outside of the USA?	No.
31..	Section 3 Statement of Work, Subsection 3.13 Project Deliverables, Activity Deliverable or Milestone Table, Task 8 Does the State have any existing “as is” process maps for the workflows impacted by the new EVV solution?	No.
32..	Section 3 Statement of Work, Subsection 3.13 Project Deliverables, Activity Deliverable or Milestone Table, Tasks 1 & 14 and Appendix D Tasks 1 & 14 Please clarify the expectations for tasks that are labeled as ‘non-software.’	Non-software deliverables are events such as oral presentations, meeting facilitation, training sessions, and discussions. Deliverable 1. Conduct kick-off meeting. The selected vendor will plan and facilitate kick-off meetings for appropriate stakeholder groups. Deliverable 14. Presentation of Preliminary Findings. The selected vendor will present on and facilitate a discussion of their



No.	Question	Answer
		findings on requirements, deliverables, business rules, market research, risks, and other contract deliverables.
33..	<p>Section 3 Statement of Work, Subsection 3.13 Project Deliverables, Activity Deliverable or Milestone Table, Task 3 and Appendix D Task 3</p> <p>a) Should vendors assume the deliverable is a weekly progress report?</p> <p>b) Or, can the bidder propose an alternative approach for progress reports that aligns with the proposed stakeholder engagement process?</p>	The selected vendor must submit weekly progress reports and a bi-weekly status report. See Addendum #2.
34..	<p>Section 3 Statement of Work, Subsection 3.13 Project Deliverables, Activity Deliverable or Milestone Table, Tasks 16, 18 and 19 through 26 as well as Appendix D Tasks 16, 18 and 19 through 26</p> <p>For deliverables 16 & 18, are the references to 'Final Report' the same as the Final Reports listed in deliverables 19 – 26?</p>	Yes.
35..	<p>Section 3 Statement of Work, Subsection 3.13 Project Deliverables, Activity Deliverable or Milestone Table, Q11</p> <p>Please clarify what information should be included in a payment schedule.</p>	Appendix D of the RFP includes a matrix for vendors to complete with the price and proposed delivery schedule for each deliverable.



No.	Question	Answer
36..	<p>Section 3 Statement of Work, Subsection 3.13 Project Deliverables, Activity Deliverable or Milestone Table, Q11</p> <p>Please confirm that proposed cost or budget detail should NOT be included in the Technical Proposal and should only be included in the Cost Proposal.</p>	Confirmed. See Addendum #2.
37..	<p>Section 7 Proposal Outline and Requirements, Subsection 7.1 Presentation and Identification, Paragraph 7.1.1 Overview, Subparagraph 7.1.1.5</p> <p>Can vendors submit proposals by email?</p>	No. See RFP Subparagraph 7.1.1.5.
38..	<p>Section 7 Proposal Outline and Requirements, Subsection 7.1 Presentation and Identification, Paragraph 7.1.1 Overview, Subparagraph 7.1.1.6</p> <p>Is the Technical and Cost a combined document or should they be submitted as two separate documents?</p>	The pricing must not be included in the technical proposal. See Addendum #2.
39..	<p>Section 7 Proposal Outline and Requirements, Subsection 7.2 Outline and Detail, Paragraph 7.2.2 Technical, Proposal Contents – Detail, Subparagraph 7.2.2.5 Description of Organization, Part 7.2.2.5.2</p> <p>What is the Department seeking in</p>	See Addendum #2.



No.	Question	Answer
	response to this question?	
40..	<p>Section 7 Proposal Outline and Requirements, Subsection 7.2 Outline and Detail, Paragraph 7.2.2 Technical Proposal Contents – Detail, Subparagraph 7.2.2.4 Proposal Narrative, Project Approach and Technical Response, Part 7.2.2.4.1 through Part 7.2.2.4.2</p> <p>Where should questions related to Section 4 (Q13 through Q16) be included in the outline?</p>	Include this information in RFP Section 7.2.2.5. See Addendum #2.
41..	<p>Section 7 Proposal Outline and Requirements, Subsection 7.2 Outline and Detail, Paragraph 7.2.2 Technical Proposal Contents – Detail, Subparagraph 7.2.2.4 Proposal Narrative, Project Approach and Technical Response, Part 7.2.2.4.1 through Part 7.2.2.4.2</p> <p>a) Can DHHS clarify if the vendor should respond to all subsections in Section 3 (i.e. 3.1 – 3.14) even if a question is not notated?</p> <p>b) Would an acknowledgement of the section suffice?</p>	Vendor must acknowledge all aspects of Sections 3.1 – 3.14 while incorporating a detailed description of their approach, where applicable, in the responses to the questions.
42..	<p>Section 7 Proposal Outline and Requirements, Subsection 7.2 Outline and Detail, Paragraph 7.2.2 Technical</p>	The Department seeks information on the vendor's workload balance to confirm that the firm and its staff have sufficient capacity to effectively manage this engagement.



No.	Question	Answer
	<p>Proposal Contents – Detail, Subparagraph 7.2.2.5 Description of Organization, Part 7.2.2.5.1, Subpart 7.2.2.5.1.6</p> <p>Can DHHS elaborate on what types of current project commitments are expected in response to this section?</p>	
43..	<p>Section 7 Proposal Outline and Requirements, Subsection 7.2 Outline and Detail, Paragraph 7.2.2 Technical Proposal Contents – Detail, Subparagraph 7.2.2.5 Description of Organization, Part 7.2.2.5.4</p> <p>What information is the Department seeking that is different from Q13-Q16 and Subparagraph 7.2.2.7?</p>	<p>Q13 – Q16 asks for information from a “company” perspective. Section 7.2.2.7 is requesting resumes to assess the skills of the individuals on the proposed vendor project team.</p>
44..	<p>Section 7 Proposal Outline and Requirements, Subsection 7.2 Outline and Detail, Paragraph 7.2.2 Technical Proposal Contents – Detail, Subparagraph 7.2.2.6 Bidder’s References, Part 7.2.2.6.3</p> <p>How does the information requested in 7.2.2.6.3 differ from the information requested in 7.2.2.6.5 (dates of performance) and 7.2.2.6.2 (work performed) and Q16?</p>	<p>Section 7.2.2.6.2 asks for description of the work performed. Section 7.2.2.6.3 does not apply. See Addendum #2 for modified language. Section 7.2.2.6.5 asks for the start and end dates of the project. Question 16 (Q16) is a request for references.</p>
45..	<p>Section 7 Proposal Outline and Requirements, Subsection 7.2 Outline</p>	<p>This refers to any professional licenses or permits required to perform the work specified under the RFP.</p>



No.	Question	Answer
	<p>and Detail, Paragraph 7.2.2 Technical Proposal Contents – Detail, Subparagraph 7.2.2.9 License, Certificates and Permits as Required</p> <p>Please clarify the types of licenses/permits the State is requesting from vendors?</p>	
46..	<p>Section 7 Proposal Outline and Requirements, Subsection 7.2 Outline and Detail, Paragraph 7.2.3 Cost Proposal Contents – Detail, Subparagraph 7.2.3.1 Cost Bid Requirements</p> <p>Please clarify where vendors can find the finance section referenced in this subparagraph.</p>	Reference has been removed. See Addendum #2.
47..	<p>Section 7 Proposal Outline and Requirements, Subsection 7.2 Outline and Detail, Paragraph 7.2.3 Cost Proposal Contents – Detail, Subparagraph 7.2.3.3 Required Attachments</p> <p>Please confirm the required attachments that should be included in this section.</p>	See Addendum #2.
48..	<p>Section 7 Proposal Outline and Requirements, Subsection 7.2 Outline and Detail, Paragraph 7.2.3 Cost Proposal Contents – Detail, Subparagraph 7.2.3.3 Required Attachments, Part 7.2.3.3.2</p>	See Addendum #2.

New Hampshire Department of Health and Human Services
Electronic Visit Verification (EVV) System – Consulting Services



No.	Question	Answer
	Please supply the Management Questionnaire if needed as part of this procurement.	
49..	Appendix D Delivery Schedule and Pricing, Proposed Delivery Date Column Instead of entering an actual date in each cell can vendors enter something such as, "Start Date + 14 days?"	Yes.
50..	Appendix D General a) Is it DHHS's expectation that each of these items will be produced only once or will some of them be produced multiple times? b) If some will be produced and updated multiple times, can you please provide the frequency of production for the relevant items? (For example, the frequency of <i>"#4. Weekly project status reports"</i> is obvious. However, the frequency of updates for <i>"#8. Create a process map for current and future work flows"</i> is unclear since the future workflows may be revised over the course of the project.)	The contract deliverable required in the resulting contract is the final version of the deliverable. It may need to be created in a draft format and updated as the selected vendor gathers more information from stakeholders or market research.
51..	Appendix D General Absent a decision regarding the mix of which "build/buy/enhance" approaches are chosen, is it DHHS's expectation that	The market research deliverable will provide the information to assist the Department in determining the approach (build/buy/enhance). Deliverables #24, #25, and #26 will be developed pertaining to the approach defined by the Department.

New Hampshire Department of Health and Human Services
Electronic Visit Verification (EVV) System – Consulting Services



No.	Question	Answer
	items #24, #25, and #26 will be generic descriptions Rules, Plans and SOW that could be followed regardless of implementation approach?	
52..	Appendix D General Should there be a total line at the bottom of the table?	Yes. See Addendum #2.
53..	Appendix F – Contract Monitoring, Pages 3 & 4 Should pages 3 and 4 be included in the technical proposal or cost proposal?	See Addendum #2.
54..	General Please confirm only one (1) hard copy proposal is required from each vendor.	Selected vendor must submit 8 copies. See Addendum #2.
55..	General a) With no current EVV in place, what electronic or paper tools are currently being used to manage, store, and share information/data (e.g. disparate databases, legacy applications, interfaces, spreadsheets, paper)? b) How is data maintained? c) If you have electronic tools, what technologies are these electronic tools built upon (e.g., SQL, MS ACCESS, Excel)?	a) The Department currently performs a post payment review. During an inquiry, providers are asked to return a “visit sheet,” that is validated by the Department. b,c) Data collected is stored in Excel spreadsheets.
56..	General	The selected vendor must develop a comprehensive set of documents for the EVV system business and technical



No.	Question	Answer
	Describe the level of detail required for the deliverables. How extensive does the Department want vendors to be?	requirements and other deliverables required in this RFP. Identified stakeholders will be key players in the process of developing requirements for the system.
57..	General At what point/where in the MECL lifecycle is the State at regarding CMS input/direction or approval of the overall EVV project?	This RFP is to procure a consultant to assist the Department with determining the best approach to EVV. When NH has a clearer perspective on the approach to be taken, NH will need to issue an RFP and submit an IAPD for implementation of its EVV solution. NH has introduced the need for its MMIS to interface with the EVV in an approved APD.
58.	General Have MITA and MMIS Concept of Operational plans, inclusive of the EVV direction, been developed and approved by CMS?	NH has covered the need for the MMIS to interface with and to process claims in support of the EVV in its MITA Concept of Operations and Roadmap.